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ABSTRACT

Developed through a modified DACUM (Developing a Curriculum) process involving business, industry, labor, and community agency representatives in Ohio, this document is a comprehensive and verified employer competency profile for administrative and secretarial occupations. The list contains units (with and without subunits), competencies, and competency builders that identify the skills needed to enter these occupations. The occupational, academic, and employability skills for this occupation or occupational area are included. Within the outline are three levels of items: core, advancing, and futuring. Core items identify the knowledge, skills, and attitudes essential for entry-level employment. These items are required to be taught and will be the basis for questions on the state vocational competency tests. Advancing items identify the knowledge, skills, and attitudes needed to advance in the occupation; futuring items identify the knowledge, skill, and attitudes needed to enter and remain in a given occupation 3 to 4 years from now. Titles of the seven units are as follows: communications; office technology; financial functions; records management; support tasks; professionalism; and employability skills. (KC)

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OCAP

Revised 4/92

ED345049

OHIO'S COMPETENCY ANALYSIS PROFILE

ADMINISTRATIVE/ SECRETARIAL SERVICES

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Adapted from the *PSI Office Occupations Model Curriculum for Secondary Business Education* and recognized by **Professional Secretaries International.**

CE 061 143

Division of Vocational and Career Education
Ohio Department of Education

Vocational Instructional Materials Laboratory
Center on Education and Training for Employment
THE OHIO STATE UNIVERSITY

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What is OCAP?

"A comprehensive and verified employer competency list will be developed and kept current for each program." This is the second objective of Imperative 3 of the *Action Plan for Accelerating the Modernization of Vocational Education: Ohio's Future at Work*. Ohio's Competency Analysis Profile (OCAP) lists are the Division of Vocational and Career Education's response to that objective. OCAP lists evolve from a modified DACUM process involving business, industry, labor, and community agency representatives from throughout Ohio. The OCAP process is directed by the Vocational Instructional Materials Laboratory at The Ohio State University's Center on Education and Training for Employment.

How is OCAP used?

Each OCAP contains units (with and without subunits), competencies, and competency builders that identify the occupational, academic,* and employability skills needed to enter a given occupation or occupational area. Within that outline there are three levels of items: core, advancing, and futuring. Core items identify the knowledge, skills, and attitudes essential for entry-level employment. These items will be the basis for questions on the state vocational competency tests (scheduled to begin in school year 1993-94). Advancing items (marked with one asterisk) identify the knowledge, skills, and attitudes needed to advance in a given occupation. Futuring items (marked with two asterisks) identify the knowledge, skills, and attitudes needed to enter and remain in a given occupation three to four years from now.

School districts may add as many units, subunits, competencies, and/or competency builders as desired to reflect local employment needs, trends, and specialties. Local advisory committees should be actively involved in the identification and verification of additional items. Using OCAP lists, instructors will be able to formulate their vocational courses of study and monitor competency gains via the new criterion-referenced competency testing program that will be directly tied to the competencies identified on the OCAP lists.

***Academic competencies have not been identified for all OCAPs. At a later date math, communication, and science competencies will be released.**

The **Employability Skills** portion of this list was verified by the following employer panel:

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Ohio Competency Analysis Profile
Administrative/Secretarial Services

Revised 4/92

Unit 1: Communications

Competency 1.0.1: Apply communication skills

Competency Builders:

1.0.1.1 Read, interpret, and follow written instructions
1.0.1.2 Interpret and follow oral instructions
1.0.1.3 Clarify instructions
1.0.1.4 Apply basic grammar rules
1.0.1.5 Construct effective sentences
1.0.1.6 Spell and define words
1.0.1.7 Use correct punctuation, capitalization, abbreviations, and numbers
1.0.1.8 Proofread, edit, and correct documents
1.0.1.9 Refine verbal and nonverbal communication skills
1.0.1.10 Develop listening skills

Competency 1.0.2: Compose documents

Competency Builders:

1.0.2.1 Evaluate audience and demographic variables
1.0.2.2 Collect data
1.0.2.3 Organize data
1.0.2.4 Draft documents
1.0.2.5 Apply communication skills

Competency 1.0.3: Prepare and deliver oral presentations

Competency Builders:

1.0.3.1 Evaluate audience and demographic variables
1.0.3.2 Gather information
1.0.3.3 Compose outline
1.0.3.4 Compose speech
1.0.3.5 Prepare presentation materials
1.0.3.6 Deliver speech using verbal and nonverbal communication skills
1.0.3.7 Obtain feedback

* Advancing
** Futuring

Unit 2: Office Technology

Competency 2.0.1: Perform word-processing functions

Competency Builders:

2.0.1.1 Use manufacturers' manuals, documentation, terminology, and other reference materials
2.0.1.2 Operate equipment
2.0.1.3 Gather materials and supplies
2.0.1.4 Keyboard documents
2.0.1.5 Compose documents at keyboard
2.0.1.6 Integrate database, spreadsheet, graphics, and desktop publishing files
2.0.1.7 Apply communication skills
2.0.1.8 Save, store, and retrieve documents
2.0.1.9 Print documents

Competency 2.0.2: Perform spreadsheet functions

Competency Builders:

2.0.2.1 Read, interpret, and follow written instructions
2.0.2.2 Interpret and follow oral instructions
2.0.2.3 Clarify instructions
2.0.2.4 Use manufacturers' manuals, documentation, terminology, and other reference materials
2.0.2.5 Operate equipment
2.0.2.6 Create and/or format spreadsheet
2.0.2.7 Enter formulas
2.0.2.8 Copy and move cells and ranges
2.0.2.9 Enter data on spreadsheet
2.0.2.10 Apply data sort, data query, data fill, and data distribution
2.0.2.11 Export spreadsheet files to word-processing, graphics, desktop publishing, and database files
2.0.2.12 Proofread, edit, and correct spreadsheet
2.0.2.13 Store, save, and retrieve spreadsheet
2.0.2.14 Print spreadsheet

Competency 2.0.3: Perform database functions

Competency Builders:

2.0.3.1 Read, interpret, and follow written instructions
2.0.3.2 Interpret and follow oral instructions
2.0.3.3 Clarify instructions
2.0.3.4 Use manufacturers' manuals, documentation, terminology, and other reference materials
2.0.3.5 Operate equipment
2.0.3.6 Create and/or format database
2.0.3.7 Enter elements (i.e., data) into database
2.0.3.8 Proofread, edit, and correct database
2.0.3.9 Design report formats
2.0.3.10 Apply database management system (DBMS) commands menu

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2.0.3.11 Export database files to word-processing and desktop publishing files
2.0.3.12 Sort database
2.0.3.13 Store, save, and retrieve database
2.0.3.14 Print reports

Competency 2.0.4: Perform computer business graphics functions

Competency Builders:

2.0.4.1 Read, interpret, and follow written instructions
2.0.4.2 Interpret and follow oral instructions
2.0.4.3 Clarify instructions
2.0.4.4 Use manufacturers' manuals, documentation, terminology, and other reference materials
2.0.4.5 Operate equipment
2.0.4.6 Create graphics
2.0.4.7 Merge graphics files with word-processing, database, desktop publishing, or spreadsheet files
2.0.4.8 Proofread, edit, and correct graphics
2.0.4.9 Store, save, and retrieve graphics
2.0.4.10 Print graphics

Competency 2.0.5: Perform desktop publishing functions

Competency Builders:

2.0.5.1 Read, interpret, and follow written instructions
2.0.5.2 Interpret and follow oral instructions
2.0.5.3 Clarify instructions
2.0.5.4 Use manufacturers' manuals, documentation, terminology, and other reference materials
2.0.5.5 Operate equipment
2.0.5.6 Design publications
2.0.5.7 Merge word-processing, graphics, database, and spreadsheet files
2.0.5.8 Proofread, edit, and correct documents
2.0.5.9 Store, save, and retrieve documents
2.0.5.10 Print documents

Competency 2.0.6: Perform transcription functions

Competency Builders:

2.0.6.1 Use manufacturers' manuals, documentation, terminology, and other reference materials
2.0.6.2 Obtain instructions, materials, and supplies
2.0.6.3 Operate equipment
2.0.6.4 Transcribe documents
2.0.6.5 Keyboard documents
2.0.6.6 Apply communication skills
2.0.6.7 Proofread, edit, and correct documents
2.0.6.8 Store, save, and retrieve documents
2.0.6.9 Print documents

* Advancing
** Futuring

Competency 2.0.7: Apply telecommunications functions

Competency Builders:

2.0.7.1 Use manufacturers' manuals, documentation, terminology, and other reference materials
2.0.7.2 Operate equipment
2.0.7.3 Transmit facsimile
2.0.7.4 Use electronic mail
2.0.7.5 Use voice messaging
2.0.7.6 Use teleconferencing

Unit 3: Financial Functions

Competency 3.0.1: Apply mathematical skills

Competency Builders:

3.0.1.1 Solve addition, subtraction, multiplication, and division problems manually
3.0.1.2 Solve addition, subtraction, multiplication, and division problems using a calculator
3.0.1.3 Solve fraction and decimal problems
3.0.1.4 Solve commission problems
3.0.1.5 Solve percentage problems
3.0.1.6 Solve finance-charge problems
3.0.1.7 Solve annual percentage rate problems

Competency 3.0.2: Perform accounting functions

Competency Builders:

3.0.2.1 Use manufacturers' manuals, documentation, terminology, and other reference materials
3.0.2.2 Use standard accounting procedures
3.0.2.3 Operate equipment
3.0.2.4 Process receivables
3.0.2.5 Process payables
3.0.2.6 Prepare budgets
3.0.2.7 Prepare financial reports
3.0.2.8 Apply mathematical skills

Competency 3.0.3: Perform payroll functions

Competency Builders:

3.0.3.1 Use manufacturers' manuals, documentation, terminology, and other reference materials
3.0.3.2 Operate equipment
3.0.3.3 Process payroll
3.0.3.4 Maintain records and forms
3.0.3.5 Apply mathematical skills

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Competency 3.0.4: Perform banking functions

Competency Builders:

3.0.4.1 Use manufacturers' manuals, documentation, terminology, and other reference materials
3.0.4.2 Operate equipment
3.0.4.3 Prepare checks, deposit slips, and withdrawal slips
3.0.4.4 Maintain and balance checkbook
3.0.4.5 Maintain and balance petty cash
3.0.4.6 Prepare banking records
3.0.4.7 Maintain banking records
3.0.4.8 Apply mathematical skills

Unit 4: Records Management

Competency 4.0.1: File documents

Competency Builders:

4.0.1.1 Use manufacturers' manuals, documentation, terminology, and other reference materials
4.0.1.2 Prepare materials for filing
4.0.1.3 Sort documents
4.0.1.4 Store documents
4.0.1.5 Apply cross-referencing and logging systems

Competency 4.0.2: Retrieve documents

Competency Builders:

4.0.2.1 Use manufacturers' manuals, documentation, terminology, and other reference materials
4.0.2.2 Locate documents
4.0.2.3 Apply cross-referencing rules
4.0.2.4 Remove and charge (sign) out documents

Competency 4.0.3: Manage filing system

Competency Builders:

4.0.3.1 Use manufacturers' manuals, documentation, terminology, and other reference materials
4.0.3.2 Create new files
4.0.3.3 Update files
4.0.3.4 Maintain filing system
4.0.3.5 Determine, update, and follow retention schedule
4.0.3.6 Consolidate, archive, and/or destroy files
4.0.3.7 Secure files for legality and confidentiality

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Unit 5: Support Tasks

Competency 5.0.1: Perform telephone operations

Competency Builders:

5.0.1.1 Use manufacturers' manuals, documentation, terminology, and other reference materials
5.0.1.2 Display telephone etiquette
5.0.1.3 Operate equipment
5.0.1.4 Receive calls
5.0.1.5 Screen calls
5.0.1.6 Listen to and verify information
5.0.1.7 Record messages
5.0.1.8 Relay messages
5.0.1.9 Place calls
5.0.1.10 Develop telephone lists
5.0.1.11 Maintain telephone lists

Competency 5.0.2: Receive visitors

Competency Builders:

5.0.2.1 Greet, assist, and monitor visitors
5.0.2.2 Maintain visitor log
5.0.2.3 Screen visitors
5.0.2.4 Make appropriate introductions
5.0.2.5 Maintain professional image

Competency 5.0.3: Perform scheduling functions

Competency Builders:

5.0.3.1 Create calendar/schedule
5.0.3.2 Process requests for appointments
5.0.3.3 Record calendar/schedule of activities
5.0.3.4 Confirm, verify, and communicate appointments
5.0.3.5 Update, revise, and communicate calendar/schedule

Competency 5.0.4: Coordinate meeting arrangements

Competency Builders:

5.0.4.1 Prepare and distribute agenda
5.0.4.2 Assemble relevant information
5.0.4.3 Coordinate arrangements with meeting planners
5.0.4.4 Notify participants
5.0.4.5 Confirm and/or alter arrangements

Competency 5.0.5: Generate minutes

Competency Builders:

5.0.5.1 Record appropriate notes
5.0.5.2 Gather materials
5.0.5.3 Prepare minutes
5.0.5.4 Distribute and file minutes

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Competency 5.0.6: Coordinate travel plans

Competency Builders:

5.0.6.1 Check travel resources
5.0.6.2 Check traveler's preferences
5.0.6.3 Arrange necessary transportation and lodging
5.0.6.4 Assemble materials
5.0.6.5 Confirm, alter, and communicate arrangements
5.0.6.6 Prepare and distribute itineraries

Competency 5.0.7: Perform mail functions

Competency Builders:

5.0.7.1 Identify various mail and delivery services
5.0.7.2 Process incoming mail
5.0.7.3 Process outgoing mail
5.0.7.4 Operate equipment

Competency 5.0.8: Research information

Competency Builders:

5.0.8.1 Identify, obtain, and document appropriate references
5.0.8.2 Synthesize (correlate) information
5.0.8.3 Compile data

Competency 5.0.9: Maintain employee records

Competency Builders:

5.0.9.1 Prepare and update employee records
5.0.9.2 File employee records
5.0.9.3 Prepare appropriate reports
5.0.9.4 Maintain confidentiality

Competency 5.0.10: Perform copying functions

Competency Builders:

5.0.10.1 Use manufacturers' manuals, documentation, terminology, and other reference materials
5.0.10.2 Operate equipment
5.0.10.3 Maintain equipment
5.0.10.4 Keep appropriate records

Competency 5.0.11: Maintain office supplies

Competency Builders:

5.0.11.1 Budget supplies
5.0.11.2 Inventory supplies
5.0.11.3 Prioritize requests
5.0.11.4 Order supplies
5.0.11.5 Receive and verify supplies
5.0.11.6 Store and secure supplies
5.0.11.7 Distribute supplies

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Competency 5.0.12: Maintain office equipment and software

Competency Builders:

5.0.12.1 Use manufacturers' manuals, documentation, terminology, service contracts, and other reference materials
5.0.12.2 Determine malfunctions
5.0.12.3 Correct or report malfunctions
5.0.12.4 Update software
5.0.12.5 Prepare records
5.0.12.6 Maintain records

Competency 5.0.13: Maintain work flow

Competency Builders:

5.0.13.1 Organize work
5.0.13.2 Prioritize work
5.0.13.3 Apply time-management techniques
5.0.13.4 Monitor and communicate progress
5.0.13.5 Complete assigned tasks

Competency 5.0.14: Maintain safe working environment

Competency Builders:

5.0.14.1 Use manufacturers' manuals, documentation, terminology, and other reference materials
5.0.14.2 Observe all government and/or company rules and regulations
5.0.14.3 Demonstrate office safety

Unit 6: Professionalism

Competency 6.0.1: Demonstrate office ethics

Competency Builders:

6.0.1.1 Demonstrate punctuality
6.0.1.2 Demonstrate dependability
6.0.1.3 Demonstrate characteristics and responsibilities of teamwork
6.0.1.4 Participate in democratic process
6.0.1.5 Apply time-management techniques
6.0.1.6 Demonstrate flexibility
6.0.1.7 Demonstrate initiative
6.0.1.8 Apply organizational techniques
6.0.1.9 Demonstrate self-confidence
6.0.1.10 Recognize constructive criticism in evaluation and implement change
6.0.1.11 Demonstrate pride in work
6.0.1.12 Demonstrate honesty
6.0.1.13 Demonstrate empathy toward others
6.0.1.14 Deal with conflict
6.0.1.15 Manage stress
6.0.1.16 Handle office politics
6.0.1.17 Demonstrate confidentiality in handling sensitive issues

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Competency 6.0.2: Use job-related reference materials

Competency Builders:

6.0.2.1 Identify needed reference materials
6.0.2.2 Locate and apply information from reference materials
6.0.2.3 Assemble reference materials
6.0.2.4 Create original reference materials

Competency 6.0.3: Comply with company contracts, policies, and procedures

Competency Builders:

6.0.3.1 Obtain and read company contracts, policies, and procedures
6.0.3.2 Follow proper company contracts, policies, and procedures

Competency 6.0.4: Demonstrate professional image

Competency Builders:

6.0.4.1 Exhibit professional appearance
6.0.4.2 Exhibit professional manners
6.0.4.3 Project professional attitude
6.0.4.4 Recognize secretary's vital role in organization

Competency 6.0.5: Achieve company and/or industry goals

Competency Builders:

6.0.5.1 Determine personal goals in relation to company and/or industry goals
6.0.5.2 Set performance standards for each goal
6.0.5.3 Communicate goals to supervisor and peers
6.0.5.4 Monitor progress by evaluating feedback
6.0.5.5 Accomplish tasks

Competency 6.0.6: Explore professional development

Competency Builders:

6.0.6.1 Examine career opportunities
6.0.6.2 Develop a career plan
6.0.6.3 Manage professional growth
6.0.6.4 Select and participate in meetings, workshops, and conferences
6.0.6.5 Identify formal education and/or training opportunities

Competency 6.0.7: Conduct training

Competency Builders:

6.0.7.1 Secure training resources, materials, and equipment
6.0.7.2 Assess training needs
6.0.7.3 Train employees
6.0.7.4 Observe and evaluate progress
6.0.7.5 Provide appropriate feedback

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Unit 7: Employability Skills
Subunit 7.1: Career Development

Competency 7.1.1: Investigate career options

Competency Builders:

7.1.1.1 Determine interests and aptitudes
7.1.1.2 Identify career options
7.1.1.3 Research occupations matching interests and aptitudes
7.1.1.4 Select career(s) that best match(es) interests and aptitudes
7.1.1.5 Identify advantages and disadvantages of career options, including nontraditional careers
7.1.1.6 Assess differences in wages, annual incomes, and job opportunities based on geographic location
7.1.1.7 Develop a career plan

Competency 7.1.2: Analyze potential barriers to employment

Competency Builders:

7.1.2.1 Identify common barriers to employment
7.1.2.2 Describe strategies to overcome employment barriers

Unit 7: Employability Skills
Subunit 7.2: Decision Making and Problem Solving

Competency 7.2.1: Apply decision-making techniques in the workplace

Competency Builders:

7.2.1.1 Identify the decision to be made
7.2.1.2 Compare alternatives
7.2.1.3 Determine consequences of each alternative
7.2.1.4 Make decisions based on values and goals
7.2.1.5 Evaluate the decision made

Competency 7.2.2: Apply problem-solving techniques in the workplace

Competency Builders:

7.2.2.1 Diagnose the problem and its causes
7.2.2.2 Identify alternatives and their consequences in relation to the problem
7.2.2.3 Examine multicultural and nonsexist dimensions of problem solving
7.2.2.4 Utilize resources to explore possible solutions to the problem
7.2.2.5 Compare and contrast the advantages and disadvantages of each solution
7.2.2.6 Determine appropriate action
7.2.2.7 Evaluate results

* Advancing
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Unit 7: Employability Skills
Subunit 7.3: Work Ethic

Competency 7.3.1: Evaluate the relationship of self-esteem to work ethic

Competency Builders:

7.3.1.1 Identify special characteristics and abilities in self and others
7.3.1.2 Identify internal and external factors that affect self-esteem

Competency 7.3.2: Analyze the relationship of personal values and goals to work ethic both in and out of the workplace

Competency Builders:

7.3.2.1 Distinguish between values and goals
7.3.2.2 Determine the importance of values and goals
7.3.2.3 Evaluate how values affect goals
7.3.2.4 Identify short-term and long-term goals
7.3.2.5 Prioritize personal goals
7.3.2.6 Describe how personal values are reflected in work ethic
7.3.2.7 Describe how interactions in the workplace affect personal work ethic
7.3.2.8 Examine how life changes affect personal work ethic

Competency 7.3.3: Demonstrate work ethic

Competency Builders:

7.3.3.1 Examine factors that influence work ethic
7.3.3.2 Exhibit characteristics that reflect an appropriate work ethic

Unit 7: Employability Skills
Subunit 7.4: Job-Seeking Skills

Competency 7.4.1: Prepare for employment

Competency Builders:

7.4.1.1 Identify traditional and nontraditional employment sources
7.4.1.2 Utilize employment sources
7.4.1.3 Research job opportunities, including nontraditional careers
7.4.1.4 Interpret equal employment opportunity laws
7.4.1.5 Explain the critical importance of personal appearance, hygiene, and demeanor throughout the employment process
7.4.1.6 Prepare for generic employment tests and those specific to an occupation/organization

* Advancing
** Futuring

Competency 7.4.2: Design a résumé

Competency Builders:

7.4.2.1 Identify personal strengths and weaknesses
7.4.2.2 List skills and/or abilities, career objective(s), accomplishments/achievements, educational background, and work experience
7.4.2.3 Demonstrate legible written communication skills using correct grammar, spelling, and concise wording
7.4.2.4 Complete résumé using various formats
7.4.2.5 Secure references

Competency 7.4.3: Complete and process job application forms

Competency Builders:

7.4.3.1 Explain the importance of an application form
7.4.3.2 Identify ways to obtain job application forms
7.4.3.3 Describe methods for handling illegal questions on job application forms
7.4.3.4 Demonstrate legible written communication skills using correct grammar, spelling, and concise wording
7.4.3.5 Return application to proper person, request interview, and follow up

Competency 7.4.4: Demonstrate interviewing skills

Competency Builders:

7.4.4.1 Investigate interview environment and procedures
7.4.4.2 Explain the critical importance of personal appearance, hygiene, and demeanor
7.4.4.3 Demonstrate question and answer techniques
7.4.4.4 Demonstrate methods for handling difficult and/or illegal interview questions

Competency 7.4.5: Secure employment

Competency Builders:

7.4.5.1 Identify present and future employment opportunities within an occupation/organization
7.4.5.2 Research the organization/company
7.4.5.3 Use follow-up techniques to enhance employment potential
7.4.5.4 Compare and evaluate job offers

Unit 7: Employability Skills

Subunit 7.5: Job Retention Skills

Competency 7.5.1: Analyze the organizational structure of the workplace

Competency Builders:

7.5.1.1 Identify and evaluate employer expectations regarding job performance, work habits, attitudes, personal appearance, and hygiene
7.5.1.2 Be aware of and obey all company policies and procedures
7.5.1.3 Examine the role/relationship between employee and employer
7.5.1.4 Recognize opportunities for advancement and reasons for termination

* Advancing
** Futuring

Competency 7.5.2: Maintain positive relations with others

Competency Builders:

7.5.2.1 Exhibit appropriate work habits and attitude
7.5.2.2 Identify behaviors to establish successful working relationships
7.5.2.3 Cooperate and compromise through teamwork and group participation
7.5.2.4 Identify alternatives for dealing with harassment, bias, and discrimination based on race, color, national origin, sex, religion, handicap, or age

Unit 7: Employability Skills
Subunit 7.6: Job Advancement

Competency 7.6.1: Analyze opportunities for personal and career growth

Competency Builders:

7.6.1.1 Determine opportunities within an occupation/organization
7.6.1.2 Compare and contrast other opportunities
7.6.1.3 List benefits of job advancement
7.6.1.4 Evaluate factors involved when assuming a new position within or outside an occupation/organization

Competency 7.6.2: Exhibit characteristics needed for advancement

Competency Builders:

7.6.2.1 Display a positive attitude
7.6.2.2 Demonstrate knowledge of a position
7.6.2.3 Perform quality work
7.6.2.4 Adapt to changing situations and technology
7.6.2.5 Demonstrate capability for different positions
7.6.2.6 Participate in continuing education/training programs
7.6.2.7 Respect, accept, and work with ALL individuals in the workplace

Unit 7: Employability Skills
Subunit 7.7: Technology in the Workplace

Competency 7.7.1: Assess the impact of technology in the workplace

Competency Builders:

7.7.1.1 Cite how past business/industry practices have influenced present business/industry processes
7.7.1.2 Investigate the use of technology in the workplace
7.7.1.3 Analyze how present skills can be applied to learning new technologies

Competency 7.7.2: Use a variety of technological applications

Competency Builders:

7.7.2.1 Explore basic mathematical, scientific, computer, and technological principles
7.7.2.2 Use technology to accomplish assigned tasks
7.7.2.3 Create solutions to problems using technical means

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Unit 7: Employability Skills
Subunit 7.8: Lifelong Learning

Competency 7.8.1: Apply lifelong learning to individual situations

Competency Builders:

7.8.1.1 Define lifelong learning
7.8.1.2 Identify factors that cause the need for lifelong learning

Competency 7.8.2: Adapt to change

Competency Builders:

7.8.2.1 Analyze the effects of change
7.8.2.2 Identify reasons why goals change
7.8.2.3 Describe the importance of flexibility when reevaluating goals
7.8.2.4 Evaluate the need for continuing education/training

Unit 7: Employability Skills
Subunit 7.9: Economic Education

Competency 7.9.1: Analyze global enterprise system

Competency Builders:

7.9.1.1 Identify characteristics of various enterprise systems
7.9.1.2 Examine the relationship between competition, risk, and profit
7.9.1.3 Illustrate how supply and demand influence price

Competency 7.9.2: Evaluate personal money management

Competency Builders:

7.9.2.1 Describe the need for personal management records
7.9.2.2 Identify methods of taxation
7.9.2.3 Analyze how credit affects financial security
7.9.2.4 Compare types and methods of investments
7.9.2.5 Prepare a personal budget
7.9.2.6 Be an informed and responsible consumer
7.9.2.7 Analyze the effects of advertising on the consumer

Unit 7: Employability Skills
Subunit 7.10: Balancing Work and Family

Competency 7.10.1: Analyze the effects of family on work

Competency Builders:

7.10.1.1 Recognize how family values, goals, and priorities are reflected in the workplace
7.10.1.2 Identify present and future family structures and responsibilities
7.10.1.3 Describe personal and family roles
7.10.1.4 Analyze concerns of working parent(s)
7.10.1.5 Examine how family responsibilities can conflict with work
7.10.1.6 Resolve family-related conflicts
7.10.1.7 Explain how to use support systems/community resources to help resolve family-related conflicts

Competency 7.10.2: Analyze the effects of work on family

Competency Builders:

7.10.2.1 Identify responsibilities associated with paid and nonpaid work
7.10.2.2 Compare the advantages and disadvantages of multiple incomes
7.10.2.3 Explain how work can conflict with family responsibilities
7.10.2.4 Explain how work-related stress can affect families
7.10.2.5 Identify family support systems and resources

Unit 7: Employability Skills
Subunit 7.11: Citizenship in the Workplace

Competency 7.11.1: Exercise the rights and responsibilities of citizenship in the workplace

Competency Builders:

7.11.1.1 Identify the basic rights and responsibilities of citizenship
7.11.1.2 Examine the history and contributions of all racial, ethnic, and cultural groups

Competency 7.11.2: Cooperate with others in the workplace

Competency Builders:

7.11.2.1 Identify situations in which compromise is necessary
7.11.2.2 Examine how individuals from various backgrounds contribute to work-related situations
7.11.2.3 Demonstrate initiative to facilitate cooperation
7.11.2.4 Give and receive constructive criticism to enhance cooperation

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Unit 7: Employability Skills
Subunit 7.12: Leadership

Competency 7.12.1: Evaluate leadership styles appropriate for the workplace

Competency Builders:

7.12.1.1 Identify characteristics of effective leaders
7.12.1.2 Compare leadership styles
7.12.1.3 Demonstrate effective delegation skills
7.12.1.4 Identify opportunities to lead in the workplace

Competency 7.12.2: Demonstrate effective teamwork skills

Competency Builders:

7.12.2.1 Identify the responsibilities of a valuable group member
7.12.2.2 Exhibit open-mindedness
7.12.2.3 Identify methods of involving each member of a team
7.12.2.4 Contribute to the efficiency and success of a group
7.12.2.5 Determine ways to motivate others

Competency 7.12.3: Utilize effective communication skills

Competency Builders:

7.12.3.1 Identify the importance of listening
7.12.3.2 Demonstrate assertive communication
7.12.3.3 Recognize the importance of verbal and nonverbal cues and messages
7.12.3.4 Analyze written material
7.12.3.5 Prepare written material
7.12.3.6 Give and receive feedback
7.12.3.7 Articulate thoughts
7.12.3.8 Use appropriate language

Unit 7: Employability Skills
Subunit 7.13: Entrepreneurship

Competency 7.13.1: Evaluate the role of small business in the economy

Competency Builders:

7.13.1.1 Identify the benefits of small business to a community
7.13.1.2 Analyze opportunities for small business in a community

Competency 7.13.2: Examine considerations of starting a business

Competency Builders:

7.13.2.1 Research a business idea
7.13.2.2 Compare various ways to become a small business owner
7.13.2.3 Investigate factors to consider in financing a new business
7.13.2.4 Evaluate entrepreneurship as a career option

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